



Currently accepting applications for:

Senior Housing Specialist

SALARY: \$22.58 - \$25.97 Hourly
\$3,914.55 - \$4,501.73 Monthly

OPENING DATE: 08/30/17

CLOSING DATE: 09/13/17 04:30 PM

JOB SUMMARY:

About King County Housing Authority

King County Housing Authority (KCHA), an independent municipal organization is a high performing nationally recognized leader in affordable housing. KCHA is a national leader in providing innovative and effective housing solutions so that people and communities can prosper. Our vision is that all residents of King County have quality affordable housing. KCHA is the largest housing provider in the county, and annually, the agency serves over 50,000 low-income individuals.

We transform lives through housing.

We are recruiting for a talented, detail oriented, and customer service focused Senior Housing Specialist based in Tukwila, WA. This is an excellent opportunity for someone who thrives in a fast paced environment, enjoys working with diverse customers, and is committed to the highest standards in public service.

The ideal candidate will be:

- Able to provide exceptional customer service to a diverse population of internal and external stakeholders.
- Resourceful and able to independently address and resolve issues as they arise.
- Highly skilled as an effective communicator both verbally and in writing.
- Flexible and able to adjust to shifting priorities and needs while maintaining a positive attitude.
- A collaborative team member who is also a strong leader with well-developed organizational and time management skills.
- Able to work effectively under pressure in a fast paced environment.
- Reliable, with a proven reputation for being consistently dependable.

This position supports the Housing Choice Vouchers Program. Excellent communication skills will be important as the individual selected for will be relied upon to advise clients, landlords and other housing employees on housing policies, procedures, and requirements. Other important duties will include auditing case files for accurate, consistent application of program policies, procedures, and regulations and checking accuracy of housing assistance payments/tax credit certifications. This role will be responsible for conducting reviews of suspected program violation or fraud. In some cases this role acts as lead case manager and will provide assistance to landlords and tenants to resolve financial and housing issues, negotiates rents, and recommends termination of services, if necessary. May mediate claims between tenants and landlords.

ESSENTIAL FUNCTIONS:

[Click here for additional details regarding this position's classification specification.](#)

QUALIFICATIONS AND COMPETENCIES:

Required Qualifications:

- High School Diploma or GED and three years of professional experience in subsidized housing programs, with demonstrated knowledge of applicable policies and/or procedures **OR** an equivalent combination of education and experience.

Required Knowledge, Skills, and Abilities:

- A collaborative team member who is also a strong leader with well-developed organizational and time management skills; ability to develop effective working relationships with internal and external partners; works cooperatively, exchanges ideas, and addresses issues in a constructive manner.
- Communicates effectively and collaboratively with individuals, and internal and external organizations; applies effective written and oral communication techniques to convey clear and timely messages.
- Uses critical, creative, and reflective thinking skills to identify problems, analyze and evaluate and implement various solutions, and monitor their effectiveness; ability to analyze data and resolve problems; generates unique but workable and useful solutions to difficult problems.
- Ability to provide exceptional customer service to a diverse population of internal and external stakeholders.
- Ability to work effectively under pressure in a fast paced environment.
- Reliable, with a proven reputation for being consistently dependable.
- Adapts to changing business needs, conditions, and work responsibilities; responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- Ability to work effectively and positively with individuals of diverse cultural and socioeconomic backgrounds.
- Proficiency using MS Office applications including Word, Excel, Outlook and the internet; skill and ability to learn and use agency software housing management program (Tenmast).

Special Requirements:

- Consent to and pass required assessments.
- Consent to and pass criminal records background check.

POSITION INFORMATION AND APPLICATION PROCESS:

Application Requirements:

To be considered for this opportunity, you must:

- Complete the online application profile in its entirety.
- Upload a cover letter that addresses how your experience and education qualifies you to perform the essential functions listed in the job announcement. **(Cover Letter)**
- Upload a detailed résumé of all educational and professional experience. **(Résumé)**

Salary & Benefits:

The starting salary range for this position is \$22.58 - \$25.97 per hour. A comprehensive health care benefits package for you and your dependents includes medical, dental and vision insurance, life and long-term disability insurance plans, vacation, sick and personal leave, tuition reimbursement, and retirement benefits are also available.

Physical Work Environment:

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment; the incumbent will frequently use standard office equipment including personal computers, telephone and related equipment. Work will require travel to KCHA and partner work locations. May work in a high-volume processing office with tight deadlines.

600 Andover Park West
Tukwila, WA 98188
206-574-1100
206-574-1265

Senior Housing Specialist Supplemental Questionnaire

- * 1. Do you have direct experience with the King County Housing Authority?
 - Yes, I am a current employee at KCHA.
 - Yes, I am a current temporary employee at KCHA.
 - Yes, I am a current resident of KCHA.
 - Yes, but not as described above.
 - No, I don't have any direct experience but I am willing to learn.
- * 2. Which best describes your level of education?
 - High School Diploma or GED
 - Some College
 - Associate's Degree
 - Bachelor's Degree
 - Master's Degree or Higher
 - None of the above
- * 3. How many years of professional experience do you have working with subsidized or affordable housing? Please be sure your experience is included in your application materials.
 - I have no experience in this area.
 - I have less than one year of experience.
 - I have 1+ to 3 years of experience.
 - I have 3+ to 5 years of experience.
 - I have more than 5 years of experience.
- * 4. Do you have working knowledge in any of the following housing programs? Please select all that apply.
 - Project Based Section 8
 - Public Housing
 - Section 8
 - Sponsor Based
 - Tax Credit
 - No experience with housing programs.
- * 5. Please describe the type of working knowledge you have in each of the areas you identified. (Working knowledge implies you have used the program in an office or academic setting.)
- * 6. Please identify your years of experience conducting client interviews, briefings or assisting tenants and/or landlords with housing matters.
 - I have no experience in this area.
 - I have less than one year of experience.
 - I have 1 to 3 years of experience.
 - I have 3+ to 5 years of experience.
 - I have more than 5 years of experience.
- * 7. Please describe your experience providing customer service in an environment with a high volume of customers or clients.

- I have no related experience.
 - I have less than one year of experience.
 - I have 1 to 3 years of experience.
 - I have 3+ to 5 years of experience.
 - I have more than 5 years of experience.
- * 8. This position determines eligibility for housing assistance and prepares rent calculations. If Ms. Smith receives an income of \$26,247 per year, how much income does she receive each week?
- \$546.81
 - \$504.75
 - \$1093.62
 - \$437.45
- * 9. This position determines eligibility for housing assistance and prepares rent calculations. If Ms. Smith receives an income of \$26,247 per year, how much income does she receive each month?
- \$1,093.62
 - \$2,187.25
 - \$504.75
 - \$2,185.25
- * 10. Which of the following best describes your level of proficiency with Microsoft Office programs including Word, Outlook, and Excel?
- I have no experience with Microsoft Office.
 - Beginner
 - Intermediate
 - Advanced
 - Expert

* Required Question